



# State Of Montana

## Agency IT Plan

## Template

***FOR FY2010 - FY2015 IT PLAN UPDATE***

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INFORMATION TECHNOLOGY SERVICES DIVISION

Dick Clark, CIO  
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January 7, 2010

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# TABLE OF CONTENTS

|   |           |
|---|-----------|
| <b>EXECUTIVE SUMMARY .....</b>                                  | <b>1</b>  |
| <b>SECTION 1: AGENCY CONTACT INFORMATION .....</b>              | <b>2</b>  |
| <b>SECTION 2: AGENCY IT MISSION .....</b>                       | <b>3</b>  |
| <i>2.1 Agency IT Mission Statement .....</i>                    | <i>3</i>  |
| <b>SECTION 3: AGENCY SECURITY PROGRAM .....</b>                 | <b>4</b>  |
| <i>3.1 Security Program .....</i>                               | <i>4</i>  |
| <b>SECTION 4: AGENCY IT PLAN – GOALS &amp; OBJECTIVES .....</b> | <b>6</b>  |
| <i>4.1 Goals .....</i>  | <i>6</i>  |
| <b>SECTION 5: IT INITIATIVES (FY2010 – FY 2015) .....</b>       | <b>17</b> |
| <i>5.1 IT Initiatives .....</i>                                 | <i>17</i> |
| <b>SECTION 6: ENTERPRISE ALIGNMENT .....</b>                    | <b>18</b> |
| <i>6.1 State Strategic Plan for IT Alignment.....</i>           | <i>18</i> |
| <b>SECTION 7: EXPENDITURES .....</b>                            | <b>19</b> |
| <i>7.1 Planned Agency IT Expenditures .....</i>                 | <i>19</i> |
| <b>SECTION 8: ENTERPRISE IT INVENTORY .....</b>                 | <b>20</b> |
| <i>8.1 Inventory Update.....</i>                                | <i>20</i> |
| <b>SECTION 9: ADDITIONAL INFORMATION - OPTIONAL.....</b>        | <b>20</b> |

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## EXECUTIVE SUMMARY

Montana's Commissioner of Securities and Insurance (CSI) is an elected position that heads up the Montana State Auditor's Office. The State Auditor's Office (SAO) has a small IT shop, with 2.5 FTEs, that develop and maintain an Oracle database that serves the majority of CSI's regulatory functions. While our IT staff is small, they do an excellent job of resolving the day to day IT issues that face the agency. An IT user's group meets regularly to address production issues and to suggest improvements to the database. This group prioritizes CSI's projects and monitors their progress.

The IT goals that are described in this strategic plan reflect the fact that CSI has a stable IT environment. In the last few years our IT staff has developed many on-line forms and applications that have data that is integrated into our database. This has reduced paperwork, snail mail and consumer phone calls related to the submission of information to the CSI.

One major project completed during 2009 was construction and implementation of a system for the on-line submission of Surplus Lines Insurance information. This project wasn't anticipated as calendar year 2009 started, but as the need arose; our CSI staff developed this application in-house during the second half of the calendar year. This function was formerly performed by a contractor and consequently our agency will realize substantial savings now that this system is internal. This project was listed as Goal #6 in our 2009 update of the CSI Agency IT Plan. Another unanticipated project that was developed and completed during calendar year 2009 was the implementation of an application that accepts online payments for insurance taxes.

CSI doesn't foresee any major IT initiatives in the agency's future. However, this could change if federal lawmakers, agencies and/or associations make changes which affect our Montana regulatory IT environment.

## SECTION 1: AGENCY CONTACT INFORMATION

Agency Name: Commissioner of Securities and Insurance (CSI) at the Montana State Auditor's Office (SAO)

### *Role: Plan Owner*

Name: The Commissioner of Securities and Insurance at the Montana State Auditor's Office

Telephone Number: 444-2040

E-Mail Address: Contact us on our website at [sao.mt.gov/contactus.asp](http://sao.mt.gov/contactus.asp)

### *Role: IT Contact*

Name: Dave Van Nice

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### *Role: IT Contact (Alternate)*

Name: Ken Kops

Telephone Number: **444-5787**

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## SECTION 2: AGENCY IT MISSION

### 2.1 Agency IT Mission Statement

The office of the State Auditor is authorized under Article VI of the Montana Constitution. The State Auditor is the Commissioner of Securities and Insurance and is responsible for licensing and regulating insurance companies and agents, and registering and regulating securities dealers in the state. The commissioner also adopts rules and administers reforms for the insurance and securities industries operating in the state. This office has a duty to give Montana citizens a sense of security when dealing in securities or insurance. We protect the consumer by investigating complaints and, if action is necessary, action is taken to ensure Montana citizens are protected from fraud.

Our agency's Information Technology department is dedicated to the delivery of information solutions that advance the tactical and strategic business objectives of CSI and the State of Montana. We specialize in custom programming solutions that address both enterprise and department needs. In addition to developing custom software, our CSI IT staff is dedicated to the delivery and integration of information technology products and services that meet the business needs of CSI's departments and their service partners by providing the infrastructure, emerging technologies, and associated services.

## SECTION 3: AGENCY SECURITY PROGRAM

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### 3.1 Security Program

#### CSI IT SECURITY PLAN

This section of the IT Strategic Plan details procedures that address computer and data security. The intent of these procedures is to ensure the integrity, availability, appropriate access, and appropriate use of data and systems within the CSI.

#### Security Awareness

All computer users in the CSI Group should be aware of our agency's security policies, as well as those outlined by ITSD and the State of Montana as a whole (<http://itsd.mt.gov/policy/policies/entint030.asp>).

#### System Integrity

All system and application software will be maintained at their latest appropriate version or patch level by prompt response to alerts from the ITSD or software vendors regarding security or operational defects. Program updates will be obtained directly from the ITSD or from reliable vendor sources.

Program updates that are not automatically done by ITSD are the responsibility of each computer user, working with the aid of the CSI IT Department.

#### Data Integrity

All CSI data will be backed up every day. This is done transparently by using the W: "share drive" and these backups run using scheduling programs on the servers. Critical data stored on local hard drives should be moved to the "share drive" or backed up by alternate means. Individual users who are storing data on local drives should coordinate with CSI IT to design an individual backup plan for their local drive information. Weekly off-site backups are also performed. CSI's servers also utilize mirroring, which saves duplicate copies of our data within the system.

#### Sensitive or Proprietary Data

Any sensitive or proprietary data for which standard access control is not sufficient, should remain on a local, unshared disk on a system which has user access control (i.e., requires a login) or on password protected files on the shared servers. Screen locks should be used whenever the machine is not attended. Backups should be done to a removable medium which can be stored in a physically secure cabinet or safe. All of CSI's employees receive privacy/security training that stresses the responsibilities of working for a criminal justice agency. We have developed a PowerPoint presentation for group training or individual training at the desktop.



## Access Controls

Access to all computers should be controlled by passwords that conform to ITSD guidelines (<http://itsd.mt.gov/policy/policies/entsec062.asp>).

A screen/keyboard lock or login screen should be active on all machines when they are not in use.

A member of the exempt staff or a supervisor is responsible for providing initial approval for a computer account and for notifying the CSI IT Department of a change in status of employees or users. We have also added procedures for setting up new employees and guidelines for employees exiting from our agency.

## SECTION 4: AGENCY IT PLAN – GOALS & OBJECTIVES

- Goals and objectives represent brief descriptions of what your agency plans to accomplish.
- This is not where you list your IT initiatives. You will do that in section 5.
- IT Initiatives represent special projects that you propose to support one or more of your goals or objectives.

### 4.1 Goals

#### *Goal Number 1:*

##### **ITG 1**

Description: CSI will continue a measured approach for committing to NAIC/NIPR initiatives and their integration with the Montana CSI database. These initiatives promote data interchange with national insurance organizations. NAIC and NIPR are national insurance organizations for insurance regulators.

Benefits: What benefits are realized and who realizes the benefits? Cooperative effort with all other state insurance regulatory agencies. The insurance industry in Montana benefits as data collection and interpretation become standardized. Our agency sees the push for standardization within the insurance industry, not only in the area of health insurance, but in all areas of insurance products.

Which state strategic goal(s) and/or objective(s) does your goal address? Involve Communities of Interest with common and/or related business objectives in Information Technology strategic planning.

#### **Supporting Objective/Action**

**ITO 1-1** Continue to evaluate the ramifications, advantages and disadvantages for integrating NAIC/NIPR initiatives in the Montana CSI

Describe the business requirements or business problem driving this objective. Integrating standardized data while maintaining data that is specific to Montana

Describe the benefits to be derived from the successful completion of this objective. Insurance producers, consumers and other state insurance regulators

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective). It would be possible to incorrectly evaluate the affects of Montana's participation in some of the national initiatives.

What is the timeframe for completion of this objective? ongoing – NAIC/NIPR continue to propose initiatives

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed? Consider each national initiative and its implications, with input from CSI staff. Successful implementation of a national initiative is measured each time an initiative is completed (or rejected).

### Supporting Objective/Action

**ITO 1-2** Build data solutions that interface with national databases and improve communication between the public and members of industry

Describe the business requirements or business problem driving this objective. Although our Oracle database is flexible, restructuring or rebuilding the database to integrate with national databases can be difficult.

Describe the benefits to be derived from the successful completion of this objective. Automation increases productivity for CSI staff and for our consumers

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective). Loss of day to day stability of CSI database if changes to structure and code aren't properly tested

What is the timeframe for completion of this objective? ongoing – NAIC/NIPR continue to propose initiatives and our IT staff continues to improve existing applications that interface with the national databases

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed? Completion of national initiatives is determined by the national insurance regulatory organizations.

## Goal Number 2:

### ITG 2

Description: IT will continue to expand the agency-wide access to the complete CSI database. This illustrates our agency's commitment to increase information availability and reduce paper flow while protecting sensitive data

Benefits: What benefits are realized and who realizes the benefits? CSI's employees and CSI's customers will benefit from the increased data availability.

Which state strategic goal(s) and/or objective(s) does your goal address? Protect Individual Privacy and the Privacy of Information Contained Within IT Systems.

### Supporting Objective/Action

**ITO 2-1** Continue our program of privacy/security training for our employees in their role as employees in a regulatory agency

Describe the business requirements or business problem driving this objective. Making sure that each employee gets annual training and each new employee gets initial training. Occasionally producing fresh training material and keeping training material updated to reflect changes in policies or laws

Describe the benefits to be derived from the successful completion of this objective. A CSI workforce that has been trained in the areas of privacy and security will have a better understanding of their role(s) in the agency and their responsibilities in working with sensitive data.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective). Privacy/security training has to be accurate and timely.

What is the timeframe for completion of this objective? CSI has produced a PowerPoint training module that can be used to train our employees on the topics of privacy and security as they relate to criminal justice, sensitive company information and HIPAA. We provide refresher training once or twice a year and new employees are required to view the training module as part of their agency orientation.

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed? Employees complete a simple test following training and sign a confidentiality agreement

### Supporting Objective/Action

**ITO 2-2** Description: Develop the full potential of staff by promoting training and cross training on the various parts/capabilities of the CSI production database

Describe the business requirements or business problem driving this objective. We need a continuous effort because of employee turnover and changes at the desktop (operating systems, software products, etc.)

Describe the benefits to be derived from the successful completion of this objective. Utilizing the capabilities of our CSI database will increase communication between employees and their work departments. We will benefit from an organized data source, minimize duplication of effort and reduce paperwork.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective). Key personnel may leave the agency without training other CSI personnel in their vital job functions

What is the timeframe for completion of this objective? Ongoing

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed? This ongoing effort is tough to measure, but we can verify that staff members are utilizing the capabilities of the database in their everyday activities.

### Supporting Objective/Action

**ITO 2-3** Description: Promote positive communication, cooperation and mutual respect within and among all work units

Describe the business requirements or business problem driving this objective. IT can play a vital role in the area of office communications

Describe the benefits to be derived from the successful completion of this objective. A well organized office information system reduces employee stress and encourages a positive work experience for our employees. An example would be the use of Microsoft office scheduling calendars. Our agency use them internally and in conjunction with other agencies, to schedule people and resources.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective). Risks are present when there is employee turnover or when boundaries aren't well defined for access to data.

What is the timeframe for completion of this objective? Ongoing

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed? Again, this is tough to measure, but we can gauge the amount of satisfaction/dissatisfaction that affects the office that is related to communication/cooperation related to IT.

### Supporting Objective/Action

**ITO 2-4** Description: Protect individual privacy and the privacy of information contained within the CSI IT systems

Describe the business requirements or business problem driving this objective. Protect individual privacy and the privacy of information contained within the CSI IT systems

Describe the benefits to be derived from the successful completion of this objective. Continue to build the level of trust that we share with our consumers and the industries that we regulate.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective). If the privacy guidelines are too tight, then CSI staff may have a tough time accessing data that they need for their daily work and conversely, if guidelines are too loose then there may unnecessary access granted to private information.

What is the timeframe for completion of this objective? Ongoing

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed? This is best measured by the absence of security/privacy breeches.

*Goal Number 3:*

**ITG 3**

Description: Transition from our outside contractor, Stone River, for the Insure Montana Project

Benefits: What benefits are realized and who realizes the benefits? An outside contractor was used to develop this database that is used to administer the Insure Montana project, an insurance alternative for Montana's small business employers. Rather than add an FTE to our small IT shop, we chose to use a contractor for this development. At this point, we are ready to reverse this process and bring the application back in-house.

Which state strategic goal(s) and/or objective(s) does your goal address? Implement Common Business Applications and Shared Services Across Governmental Units

**Supporting Objective/Action**

**ITO 3-1** Our IT department will stay involved in the Insure Montana database project that our outside contractor is producing

Describe the business requirements or business problem driving this objective. CSI has an unfilled half time IT position that has been open for a couple of years. Current staff may have less time to stay involved with the contractor's work.

Describe the benefits to be derived from the successful completion of this objective: Taking ownership of this application will allow us to end the dependency on an outside contractor and let us retain ownership to this function.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective). The legislature has provided special funding for the IT component of the Insure Montana program as it has been developed over the past couple of years. Funding is always susceptible to cuts. If our staff doesn't stay involved with the contractor's work, there could be an issue if the contract is suddenly terminated. Note: the 2009 Legislature approved expanded funding for contractor Stone River to install additional capabilities to the Insure Montana data system.

What is the timeframe for completion of this objective? Over the next four years.

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed? This objective will be met when we release the outside contractor, Stone River, from service. ]

### Supporting Objective/Action

**ITO 3-2** Description: Develop a transition plan for handing off the Insure Montana application to the CSI IT department

Describe the business requirements or business problem driving this objective: This can be a simple plan. Make sure that CSI IT staff has the capability to take over the contractor's database when it is transitioned.

Describe the benefits to be derived from the successful completion of this objective. Business partners, customers of Insure Montana and Insure Montana staff will not have a negative experience because of the transition from contractor to the in-house data environment.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective). Different software products or software release may cause some issues during transition.

What is the timeframe for completion of this objective? This project should be completed during the next two biennia.

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed? This objective can be measured by the lack of transition issues and complaints.

**Goal Number 4:**

**ITG 4**

Description: Continue to upgrade hardware and software for CSI

Benefits: What benefits are realized and who realizes the benefits? CSI's employees and CSI's customers will benefit from the increased data availability. Newer releases of software usually have added features and reliability. Newer hardware usually runs faster, more reliably and has features (such as CD writers on the PCs or mirroring on the servers) that benefit the employee at the desktop and the agency as a whole.

Which state strategic goal(s) and/or objective(s) does your goal address? Implement Common Business Applications and Shared Services Across Governmental Units

**Supporting Objective/Action**

**ITO 4-1** Evaluate CSI's equipment needs (servers, peripherals and desktops) and replace our older hardware with newer models

Describe the business requirements or business problem driving this objective. We have had issues with our communications equipment and the installation of the Microsoft Office 2007.

Describe the benefits to be derived from the successful completion of this objective. CSI staff, our data partners and our customers (insurance industry, securities industry and consumers) will benefit.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective). Temporary destabilization of IT services at the desktop

What is the timeframe for completion of this objective? Ongoing

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed? We do an annual survey of each of our user's IT needs at the desktop level. Performance issues are always a concern.

**Supporting Objective/Action**

**ITO 4-2** Maintain our software to keep our operating systems and desktop applications up to date

Describe the business requirements or business problem driving this objective. There are a number of software products that have periodic updates. These include virus protection, Windows operating system, adobe reader or adobe professional, Microsoft office products, Novell and Oracle. We also have specialized audio transcription software, an in-house imaging system, specialized insurance market conduct software and various other specialized software products on some user's desktops.

Describe the benefits to be derived from the successful completion of this objective. This objective will insure increased employee productivity because of advances in software features and efficiencies.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective). Software updates must be done in a timely fashion and software licenses must be tracked and renewed.

What is the timeframe for completion of this objective? Ongoing

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed? Difficult to measure, but progress can be observed by monitoring desktop user's satisfaction with the overall system



## Supporting Objective/Action

**ITO 4-3** Description: Attempt to maximize our IT resources as they are consumed by our individual employees at their desktops

Describe the business requirements or business problem driving this objective. Training for individual users on our custom software and packaged software products

Describe the benefits to be derived from the successful completion of this objective. We realize cost savings for CSI and the State of Montana.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective). User's need to know the software capabilities that exist on their desktops. If they aren't properly trained they may underutilize the products that are available

What is the timeframe for completion of this objective? Ongoing

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed? Again, Difficult to measure, but progress can be observed by monitoring desktop user's satisfaction with the overall system

## Goal Number 5:

### ITG 5

Description: Continue to construct the infrastructure and desktop access to the documents that various SAO departments have been scanning into the system (imaged documents)

Benefits: What benefits are realized and who realizes the benefits? Scanned documents will provide quicker access and SAO will be able to restructure the office environment to reduce storage of paper documents.

Which state strategic goal(s) and/or objective(s) does your goal address? Involve Communities of Interest with common and/or related business objectives in Information Technology strategic planning.

### Supporting Objective/Action

**ITO 5-1** Description: Continue the scanning process and development of the infrastructure that will make the scanned images available to SAO staff

Describe the business requirements or business problem driving this objective. SAO faces a backlog for scanning historical documents and has a difficult time finding personnel/time to do current scanning while reducing the backlog

Describe the benefits to be derived from the successful completion of this objective. Using imaged documents versus hard copy has many advantages and increases employee productivity.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective). Backup and long term migration plans must be in place to prevent the loss of important documents

What is the timeframe for completion of this objective? Ongoing

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed? Reduced use of hard copy documents.

### Supporting Objective/Action

**ITO 5-2** Description: Install access to the imaged documents at the desktop for our users

Describe the business requirements or business problem driving this objective. Specialized signons for access into our document imaging server. Improving the search capabilities on imaged documents.

Describe the benefits to be derived from the successful completion of this objective. As this imaging project moves to completion, all of our employees will have immediate access to the documents that have been scanned into the system.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective). Setting protocols for entry and access into the stored images

What is the timeframe for completion of this objective? Ongoing

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed? This objective will be satisfied when all SAO users that need access to the scanned files, have access to the image files.

**Goal Number 6:****ITG 6**


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**Description:** Build an on line application designed to transition from an outside contractor, PRIM, for handling surplus lines insurance transactions in Montana

Benefits: After discussions with outside IT contractors (early 2009), our agency decided to build an on line application to gather submissions and renewals of surplus lines insurance information. This paper based function was handled by an outside contractor for the past 15 years. We anticipated considerable cost savings by having this function back in the office. There will also be improved capabilities for insurance regulation. This goal was part of our 2009 update and a majority of the work on this new application is completed. Our surplus lines insurance producers are currently using the application we developed over the past year. This year's goal is to fine tune this application.

Which state strategic goal(s) and/or objective(s) does your goal address? Implement Common Business Applications and Shared Services Across Governmental Units

**Supporting Objective/Action**

**ITO 6-1** Description: Our IT department built an on line surplus lines system that will be integrated with our existing database. Our objective now is to fine tune the application.

Describe the business requirements or business problem driving this objective. This was a major project for our small IT staff. Current staff managed to develop this project while supporting current functions. The objective was to replace an outdated hard copy paper process.

Describe the benefits to be derived from the successful completion of this objective. Taking ownership of this application and overall program allows us have better control as a regulator of the surplus lines insurance industry.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective). Failure to get our on line system up and running could have resulted in an impact our insurance staff workload and the credibility of our agency. Now that the application is functional, risks have been minimized.

What is the timeframe for completion of this objective? We projected and met an early 2010 implementation. Fine tuning will continue as an ongoing process.

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed? This objective will be met when we have a surplus lines application fine tuned.

### Supporting Objective/Action

**ITO 6-2** Description: Reduce hard copy forms submission and improve capability for regulatory activities

Describe the business requirements or business problem driving this objective. Description: Reduce hard copy forms submission and improve capability for regulatory activities. Currently, we are witnessing the changeover from paper to on-line submissions. As an incentive, surplus lines policies that are submitted via the on-line application realize a reduction in the processing fee (called stamping tax) that they pay. It has been reduced from 1% to ½ % and the cost savings are passed on to Montana consumers.

Describe the benefits to be derived from the successful completion of this objective. Direct data entry via the Internet will reduce the use of paper forms and on line editing will improve the accuracy of the data being submitted by surplus lines producers.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective). A slow or bad implementation could have had a negative impact on the insurance folks that use the system. Risks have been minimized, now that the application is functional.

What is the timeframe for completion of this objective? Our early 2010 implementation goal was met and the fine tuning will continue in the next few months.

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed? This objective can be measured by monitoring feedback from the population of users (surplus lines agents and agencies).

## SECTION 5: IT INITIATIVES (FY2010 – FY 2015)

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### 5.1 IT Initiatives

*Initiative 1 - Title:* N/A

*Description:*

*EPP Number (if applicable):*

*Initiative 2 - Title:*

*Description:*

*EPP Number (if applicable):*

*Initiative 3 - Title:*

*Description:*

*EPP Number (if applicable):*

*Initiative 4 - Title:*

*Description:*

*EPP Number (if applicable):*

(Copy and paste the above format here to describe additional IT Initiatives.)

## SECTION 6: ENTERPRISE ALIGNMENT

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### 6.1 State Strategic Plan for IT Alignment

Please indicate which Communities of Interest your agency plans to be involved in. Agencies are asked to select at least one, but can select as many as needed. Further planning work by the communities of interest will take place following submission of agency IT plans.

- ☒ Government Services
- ☐ Public Safety
- ☐ Human
- ☐ Environmental
- ☐ Education
- ☐ Economic
- ☐ Cultural Affairs
- ☐ Finance

## SECTION 7: EXPENDITURES

### 7.1 Planned Agency IT Expenditures

| <u>Expense Category</u> | <u>FY2010</u> | <u>FY2011</u> | <u>FY2012</u> | <u>FY2013</u> | <u>FY2014</u> | <u>FY2015</u> |
|-------------------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Personal Services       | 173,382       | 174,231       | 240,000       | 240,000       | 240,000       | 240,000       |
| Operating Expenses      | 50,000        | 55,000        | 55,000        | 55,000        | 55,000        | 55,000        |
| Initiatives             | 0             | 0             | 0             | 0             | 0             | 0             |
| Other expenditures      | 389,000       | 200,000       | 100,000       | 50,000        | 0             | 0             |
| <b>Totals</b>           | 612,382       | 429,231       | 395,000       | 345,000       | 295,000       | 295,000       |

## SECTION 8: ENTERPRISE IT INVENTORY

### 8.1 Inventory Update

*Has the Agency updated their IT Inventory Database as outlined in Section 8 of the instructions? \_\_\_\_Yes\_\_\_\_*

*Date that Agency last updated their IT Inventory: \_\_\_\_March 12, 2010\_\_\_\_*

## SECTION 9: ADDITIONAL INFORMATION - OPTIONAL

Other types of information that support the agency's IT Plan. Some examples might include other COI participation, reference to other IT plans such as GIS plan, eGovernment plan, security plan, staffing issues and constraints, etc.